



State of Tennessee Department of Children's Services

Administrative Policies and Procedures: 1.2

Subject: Organizational Charts, Succession Rosters, Directories, Annual Report and Strategic Plan

Supersedes: DCS 1.2, 11/01/00 **Local Policy:** No
Local Procedures: Yes
Training Required: No
Applicable Practice Model Standard(s):

Approved by:

Effective date: 04/01/97

Revision date: 06/01/05

Application

To All Department Of Children's Services Employees

Authority: TCA 37-5-105, 37-5-106, 37-5-112

Policy

Each DCS Facility, Regional Office, and Central Office division shall maintain a written description and organizational chart that reflects the structure of the unit and shall keep a current succession roster to ensure that an appropriate staff member is designated to assume control in the event of an emergency or an unexpected absence of the assigned authority. All units shall ensure that there is a timely response to communication and inquiries.

Procedures

A. Organizational charts

1. By July 1 of each year, the manager of each DCS facility, Regional Office and Central Office division must submit to the appropriate Deputy Commissioner, an updated, written description and organizational chart reflecting the structure of his/her unit, grouping similar functions, services, and activities into administrative sub-units.
2. The DCS Deputy Commissioner of Administration and Training shall review and approve the organizational chart and written description and forward a copy of each to the DCS Director of Personnel or designee.
3. The organizational chart must illustrate that a single

administrator who is in charge of all DCS personnel, volunteers, and all programs and activities connected with the unit, heads the unit.

4. The Administrator of each Facility, Regional Office, and Central Office division will update his/her annual written description and organizational chart as often as necessary with the approval of the appropriate Executive Director, who must forward a copy of the revised organizational chart to the DCS Director of Personnel.

**B. Succession
rosters**

1. All Directors, Superintendents, Regional Administrators, and DCS Group Home Supervisors must:
 - a) Develop succession rosters and submit them to the appropriate Executive Director for approval on an annual basis or as frequent as significant personnel changes occur.
 - b) Ensure that the succession rosters are maintained in an appropriate location.
 - c) Be accessible to staff in crisis situations.
2. All succession rosters must contain, in descending order the:
 - a) Position title,
 - b) Employee name,
 - c) Work phone number, and, if appropriate, beeper and cellular phone numbers.
3. The succession roster must consist of at least three (3) positions (names) unless the size of the section precludes this number.
4. Administrators may choose to have a succession roster that lists home phone numbers; if so, the administrator must ensure that the roster is maintained in a secure location.
5. All Executive Directors must maintain succession rosters in their respective offices and must provide copies of the rosters to the Public Information Officer and to other staff deemed appropriate. These rosters must be updated annually or as personnel changes occur.

**C. Annual report
and Strategic Plan**

The Division of Research and Development must:

1. Develop and publish a comprehensive annual report of departmental programs and statistics as set forth by Tennessee Code Annotated (*TCA 37-5-105 (4)(A)* and *TCA 37-2-411*).
2. Develop and maintain a strategic plan that articulates how the department will achieve desired performance outcomes and where the department will concentrate its efforts during the period covered by the plan. The strategic plan will be updated timely and will include a status report on implementation strategies and identify new priority issues that have developed since the release of the plan.
3. Submit copies of the Annual Report and Strategic Plan annually, or as appropriate, to the Governor's office, legislature, departmental units, juvenile courts, law enforcement, public defender's and prosecutor's offices, detention centers and other appropriate interested parties and agencies.

**D. Telephone
coverage**

1. Each Division/Facility/Region must ensure that telephones are covered between the hours of 8:00 a.m. and 4:30 p.m., Monday through Friday. Central Office phones must be covered from 7:00 a.m. Central Time until 5:00 p.m. Central Time.
2. Regional Administrators and DCS Facility Managers must establish procedures for coverage of telephone calls at each work site/division.
3. Each work site must ensure that there is a timely response to inquiries from the public and other agencies.
4. The DCS Director Of Personnel/designee must maintain and update the departmental telephone directory as needed.

Forms

None

Collateral Documents

None

Standards

ACA 3-JTS-1A-15

ACA 3-JTS-1A-26

ACA 3-JCRF-1A-09

DCS Practice Model Standard -2-203

DCS Practice Model Standard - 2-204

DCS Practice Model Standard - 8-306

Glossary

<i>Term</i>	<i>Definition</i>
<i>Succession roster:</i>	A roll or list of personnel showing the order or rank within an organization.